



State of Montana

Public Service Commission

Agency IT Plan

Fiscal Year 2012-2017

May 2012

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EXECUTIVE SUMMARY

The continuing goal of the Public Service Commission is to maintain the ability for participants in PSC proceedings to electronically file utility and transportation cases at current and future standards. This ability allows regulated companies to file almost all documents related to a regulatory proceeding to the Commission web site. The public can access the documents and offer comments electronically.

SECTION 1: AGENCY ADMINISTRATIVE INFORMATION

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IT Inventory

The IT inventory database located at <http://mine.mt.gov/enterpriseitinventory> was or will be updated on March 1st, 2012 As required by MCA 2-17-524(3)(c) the plan will be updated by June 30th, 2012.

SECTION 2: AGENCY IT MISSION

The Public Service Commission's ultimate goal is to provide the best possible information technology services and support in a timely, efficient and cost effective manner for the Montana state public sector, our customers and staff and to continually review new technologies and ideas to ensure that we are meeting the needs of all.

SECTION 3: AGENCY REQUIRED PROGRAMS

Information Security Management (ISM) Program General Description

The Public Service Commission has implemented a department-wide (agency) information security management program compliant with §2-15-114, MCA and State Information Technology Systems Division *Information Security Programs* policy with adoption of the National Institute of Standards and Technology (NIST) Special Publication 800 series as guides for establishing appropriate security procedures. This is in alignment with the State of Information Technology Service's direction for an enterprise approach to protect sensitive and critical information being housed and shared on State and/or external/commercial information assets or systems.

As described in NIST SP 800-39, the agency has developed and adopted the Information Risk Management Strategy to guide the agency through information security lifecycle architecture with application of risk management. This structure provides a programmatic approach to reducing the level of risk to an acceptable level, while ensuring legal and regulatory mandates are met in accordance with MCA §2-15-114.

The agency's program has four components, which interact with each other in a continuous improvement cycle. They are as follows:

- Risk Frame – Establishes the context for making risk-based decisions
- Risk Assessment – Addresses how the agency will assess risk within the context of the risk frame; identifying threats, harm, impact, vulnerabilities and likelihood of occurrence
- Risk Response – Addresses how the agency responds to risk once the level of risk is determined based on the results of the risk assessment; e.g., avoid, mitigate, accept risk, share or transfer
- Risk Monitoring – Addresses how the agency monitors risk over time; "Are we achieving desired outcomes?"

The agency's information security management program is challenged with limited resources; manpower and funding. While alternatives are reviewed and mitigation efforts are implemented the level of acceptable risk is constantly challenged by the ever changing technology and associated risks from growing attacks and social structure changes. Specific vulnerabilities have been identified which require restructure, new equipment, or personnel positions (funds increase), and are addressed below in our future plans. >

Future Security Program Plans

<Over this strategic period we plan to develop and implement ...>

Continuity of Operations (COOP) Capability Program General Description

<On date the department name joined with the Department of Administration *Continuity Services* for the development of our agency's Continuity of Operations Capabilities, which will provide the plans and structure to facilitate response and recovery capabilities to ensure the continued performance of the State Essential Functions of Government. This program involves two Blocks of focus; the first is to complete the Business Continuity Plans (BCP) involving two phases, the second Block works on the specific business processes or activity plans such as Emergency Action Plans (EAP), Information System Contingency Plan (ISCP), Communications Plans, Incident Management Plans, and more. We have completed ??? of 2 BCP phases and expect full completion of both Blocks by date. This program is not a standalone process in that information which is identified and recorded under this structure can and often exists in the Records Management Program and associates with Information Security Management Program requirements.

Integration of these three programs is critical to the confidentiality, integrity, and availability of information, which is associated with each program. >

Future COOP Program Plans

<Over this strategic period we plan to develop and implement

SECTION 4: AGENCY IT PLAN – GOALS & OBJECTIVES

Goal Number 1:

IT Goal 1 Rewrite PSC Website in .NET

Description: The current PSC website is written in Classic ASP. Since this is an antiquated technology/language the PSC needs to rewrite the website using Microsoft .NET technology.

Benefits: The PSC website will be faster and easier to maintain with the latest tools.

Which state strategic goal(s) and/or objective(s) does your goal address? 2-1, 2-3, 3-2

Supporting Objective/Action

Objective 1-1

The current PSC website is limited by the older classic ASP technology and tools.

Rewriting the website in VB or C# using the latest .NET technology will allow a broader range of services and tools on the website as well as speed up the page processing times.

Risks: With such a small IT staff, inadequate legislative funding preventing the PSC from utilizing contractors to help with the work will result in the working having to be done in-house with limited staff, time and knowledge. This would greatly increase the time needed to complete the work, but not prevent it from happening.

What is the timeframe for completion of this objective? With proper funding to allow use of 1 or more contractors: by 7/1/2012. If done in-house only by 7/1/2013.

Goal Number 2:

IT Goal 2 Rewrite PSC Intranet in .NET

Description: The current PSC Intranet is written in Classic ASP. Since this is an antiquated technology/language the PSC needs to rewrite the website using Microsoft .NET technology.

Benefits: The PSC website will be faster and easier to maintain with the latest tools.

Which state strategic goal(s) and/or objective(s) does your goal address? 2-1, 2-3, 3-2

Supporting Objective/Action

Objective 2-1

The current PSC Intranet is limited by the older classic ASP technology and tools.

Rewriting the website in VB or C# using the latest .NET technology will allow a broader range of services and tools on the website as well as speed up the page processing times.

Risks: With such a small IT staff, inadequate legislative funding preventing the PSC from utilizing contractors to help with the work will result in the working having to be done in-house with limited staff, time and knowledge. This would greatly increase the time needed to complete the work, but not prevent it

from happening.

What is the timeframe for completion of this objective? With proper funding to allow use of 1 or more contractors: by 12/31/2012. If done in-house only by 12/31/2013.

SECTION 5: IT INITIATIVES (FY2012 – FY 2017)

Initiative 1 Computer Replacement (EPP item)

Description: Replace end of life desktop computers, notebooks and server (FY 2014-15)

EPP Number: Not yet
assigned

Initiative 2 <Title>

Description: <>

EPP Number (if applicable)

Initiative 3 <Title>

Description: <>

EPP Number (if applicable)

Initiative 4 <Title>

Description: <>

EPP Number (if applicable)

Initiative 5 <Title>

Description: <>

EPP Number (if applicable)

(Copy and paste the above format here to describe additional IT Initiatives.)

SECTION 6: ENTERPRISE ALIGNMENT

Communities of Interest Participation

- ☐ Government Services
- ☐ Public Safety
- ☐ Human Resources
- ☐ Environmental
- ☐ Education
- ☐ Economic
- ☐ Cultural Affairs
- ☐ Finance

Left Blank intentionally, Does not apply to the PSC

SECTION 7: PLANNED AGENCY IT EXPENDITURES

<u>Expense Category</u>	<u>FY2012</u>	<u>FY2013</u>	<u>FY2014</u>	<u>FY2015</u>	<u>FY2016</u>	<u>FY2017</u>
Personal Services	143,600	148,400	153,000	153,000	157,600	157,600
Operating Expenses	113,000	120,000	125,000	157,700	125,000	125,000
Initiatives						
Other expenditures						
Totals	256,600	268,400	278,000	310,700	282,600	282,600

SECTION 8: ADDITIONAL INFORMATION - OPTIONAL